

CITY OF BURBANK

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under direction, to lead and supervise a customer care operation or work unit; to assist the public, and resolve complaints regarding utility services, payments and billings; to perform a variety of difficult and complex administrative and clerical work; and to do related work as required.

ESSENTIAL FUNCTIONS

Supervises, trains, and evaluates employees; establishes and monitors work unit and employee performance objectives, measurements and priorities; plans, schedules, and assigns work; handles the more difficult customer/credit problems; reviews billing, consumption, and customer information data; analyzes complaints and inquiries regarding utility bills and customer information; authorizes adjustments to customer accounts; applies rates schedules; responsible for all high bill field investigations; uses independent judgment and initiative; performs investigations to resolve customer, billing, or other concerns either in office or field; prepares statistical reports; audits cash reports and makes bank deposits; maintains petty cash fund; reviews and edits material; initiates, recommends, and carries out personnel actions, including corrective action; participates in the development, implementation, and administration of programs and projects; promotes City programs and services; oversees maintenance of supply inventory; operates a calculator, office equipment, and computer terminal to enter, modify, or retrieve data; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – basic principles of customer service and customer retention; the mechanics and basic principles of utility services, meters and collection work; basic electrical principles and theory; the Rules and Regulations of the Public Service Department of Burbank; various rate structures and assistance programs provided to customers; basic arithmetic; cash accounting procedures; municipal bookkeeping procedures; English usage, spelling, grammar and punctuation; modern office methods, procedures and equipment; personal computer software applications.
- Ability to – plan and direct the work of others; organize and maintain record keeping systems, including financial and statistical records; handle money with accuracy; meet the public, and resolve their complaints, and give clear and appropriate explanations; handle tactfully and effectively highly emotional and volatile customer relations situations; understand and explain a wide variety of technical procedures and policies; read and record figures accurately; make difficult computations involving utility rates, and similar items, accurately and rapidly; operate a variety of office equipment, including calculators and computer terminals; establish and maintain effective working relationships with supervisors, subordinates, fellow employees and the public.

Education/Training: An Associate of Arts Degree in business or public administration, customer service, accounting or a related field; 5 years recent experience in customer service, utility business or administrative work, including the responsibility of handling and accounting for considerable sums of money in cashing or financial clerical work. NOTE: Additional qualifying experience may be substituted for the required education on a year-for-year basis.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment; type accurately from clear copy at a speed of 45 net words per minute.

SUPPLEMENTAL INFORMATION

None.